



# CITY OF HOUSTON

## Job Posting

|    |  |                        |
|----|--|------------------------|
| 1  | <b>Applications accepted from:</b>   | ALL PERSONS INTERESTED |
| 2  | <b>Job Classification</b>  | 3-1-1 TELECOMMUNICATOR |
| 3  | <b>Posting Number</b>  | PN# 110054             |
| 4  | <b>Department</b>  | Mayor's Office         |
| 5  | <b>Division</b>  | 3-1-1 HSH Call Center  |
| 6  | <b>Section</b>   |                        |
| 7  | <b>Reporting Location</b>  | 611 Walker             |
| 8  | <b>Workdays &amp; Hours</b>  | Rotating Shifts        |
|    |  | *Subject to change     |
| 9  | <b><u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u></b><br>Provides general information to customers for non-emergency city services (such as water, sewer, potholes, ditches, culverts, traffic signals and signs, dangerous buildings, weeded lots and courts related matters) or transfers calls to appropriate City personnel. Researches, analyzes and resolves customers' problems and inquiries. Assists in locating personnel in the City of Houston to respond to citizens' requests for city services. May receive calls for non-dispatch police services. Subject to being on call during emergency situations. Performs other related duties as requested by supervisor. |                        |
| 10 | <b><u>WORKING CONDITIONS</u></b><br>The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 lbs. May have to sit for long periods of time.  |                        |
| 11 | <b><u>MINIMUM EDUCATIONAL REQUIREMENTS</u></b><br>Requires a high school diploma or GED certificate  |                        |
| 12 | <b><u>MINIMUM EXPERIENCE REQUIREMENTS</u></b><br>One year of experience in a high volume telephone center environment or a high volume customer service environment is required.   |                        |
| 13 | <b><u>MINIMUM LICENSE REQUIREMENTS</u></b><br>None   |                        |
| 14 | <b><u>PREFERENCES</u></b><br>Bilingual Skills strongly preferred.  |                        |
| 15 | <b><u>SELECTION/SKILLS TESTS REQUIRED</u></b> None   |                        |
| 16 | <b><u>SAFETY IMPACT POSITION</u></b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.  |                        |
| 17 | <b><u>SALARY INFORMATION</u></b><br>Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:<br><br><div>Salary Range - Pay Grade 13<br/>\$824 - \$1,154 Biweekly    \$21,424 - \$30,004 Annually</div>  |                        |
| 18 | <b><u>OPENING DATE</u></b>   | April 19, 2006         |
| 19 | <b><u>CLOSING DATE</u></b>   | Open Until Filled      |
| 20 | <b><u>APPLICATION PROCEDURES</u></b><br>Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1 <sup>st</sup> Floor. <b>For application status inquiries, please call (713) 837-9249.</b> All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our <b>TDD phone number is (713) 837-9471.</b>   |                        |

An equal opportunity employer